



Microsoft Vista and Office 2007 Compatibility

October 22, 2007

Vista compatibility issue

Background

- Vista is a new operating system from Microsoft ©; it was released on Jan. 30, 2007.
- Vista includes significant changes from the last consumer operating system Windows XP.
- Application compatibility with Vista is a major problem across all Windows applications. Just because an application runs correctly on Windows XP is no guarantee that it will work well on Windows Vista.
- Grants.gov uses Adobe Reader and PureEdge viewer, both free products to allow applicant community to complete Grants.gov forms.
- The currently supported version of PureEdge Viewer with Grants.gov forms is 6.0.2.
- The currently supported version of Adobe Acrobat Reader with Grants.gov forms is 7.0.9 and 8.1.1.
- Grants.gov is migrating to the use of Adobe Acrobat Reader for completing forms. PureEdge viewer will continue to be supported in the short-term.

Why did Grants.gov have limited compatibility with Vista?

- Both Adobe Acrobat Reader 7.0.9 and PureEdge viewer products predate release of Windows Vista.
- Adobe Reader 7.0.9 *may* work with Vista, but Adobe does not officially support this configuration.
- Grants.gov recommends using Adobe Reader 8.1.1, which is officially supported by Adobe for use with Vista.
- PureEdge viewer v.6.0.2 is only compatible with Vista when using a Citrix server connection.

Citrix Client Start-up Guide for vista:

<http://www.grants.gov/assets/peclientcitrixvistafinal.pdf>

Click below for more information on Citrix v.1.1:

<http://support.citrix.com/kb/entry.jspa?externalID=CTX113672>

To download Citrix v.1.1:

<http://www.citrix.com/English/SS/downloads/downloads.asp?dID=2755>

For a complete list of system requirements for these products, please visit our website: http://www.grants.gov/resources/download_software.jsp

When will Grants.gov be fully compatible with Vista?

- Grants.gov is now fully compatible with Vista when using Adobe Reader version 8.1.1.
- Adobe released version 8.1.1 on October 22, 2007, this new version of their Adobe Reader product is compatible with Vista, Mac and other operating systems. Adobe Reader 8.1.1 allows the user to view, complete and submit application packages with Grants.gov.
- IBM has not indicated any plans to update PureEdge viewer 6.0.2 in a way that will be compatible with Grants.gov PureEdge-based forms.

What can Vista users do if they choose to continue using PureEdge?

Vista users that choose to continue using Pure Edge have two options:

1. Use an operating system other than Vista. They have a choice of Windows XP, Windows 2000, Windows Me, Windows 98, Apple Mac OS X or Linux.
2. Grants.gov has setup an alternate solution called Citrix. With this solution, users may download and install a small application from our web site called Citrix client for Vista, and follow the instructions. It will allow them to complete and submit a grant application of their choice even if they run Windows Vista on their own desktop computer. Please see [http://www.grants.gov/resources/download_software.jsp - citrixnonwindow](http://www.grants.gov/resources/download_software.jsp-citrixnonwindow) for more details. Please note, the Citrix solution works equally well for Mac and other non-Windows users as well as those using Windows Vista.

Office 2007 compatibility issue

Background

- Microsoft recently released a new version of their Office suite of products called Office 2007. It uses a new format for saving documents which end in file extensions DOCX (Word 2007), XLSX (Excel 2007), and PPTX (PowerPoint 2007).

Is Grants.gov compatible with Office 2007 documents?

- Yes, Grants.gov is completely compatible with Office 2007 documents only while submitting packages using Adobe Reader 8.1.1
- If you are submitting an application with PureEdge you must save the files as .doc, .ppt, .xls as they are saved in versions prior to Office 2007 (such as Office 97, Office 2000, Office 2003 etc.)
- The default file formats used by Office 2007 are incompatible with Grants.gov because of two reasons –
 1. The standard form schemas used by Grants.gov do not accept the filetype introduced by Office 2007. This causes processing exception errors

regardless of whether the grant opportunity is based on PureEdge or Adobe Reader 7.0.9 forms. Grants.gov schemas were designed in consultation with all grant-making agencies over the past 4 years and predate release of Microsoft Office 2007. We are working with the agencies to understand and minimize the impact of making a system-wide change in the schema in order to resolve this issue.

What happens if an application gets ‘stuck’ in a queue?

- Until a solution is implemented, any grant application with attachments in the new Office 2007 format will become “stuck” in processing, and users will not receive the usual notification that Grants.gov has successfully validated their application.
- Grants.gov follows the following process for working with stuck submissions:
 1. The Systems Integrator continuously monitors the processing queues for stuck submissions.
 2. A report is prepared twice a day that lists any submissions stuck in the processing queues.
 3. The Grants.gov help desk staff send an email to all affected applicants with instructions on how to resubmit their applications.
 4. If a resubmission fails, the call center proactively calls the applicant to walk them through the resubmission process.

What can the users do if they need to attach Office 2007 attachments?

- The workaround to this issue is simple and documented on Grants.gov website. The users can use the *File-Save As* option from Word 2007, Excel 2007 or PowerPoint 2007 *File* menu and save their file in Office 2003 compatible format before attaching it to their grant application. As highlighted in Figure 1, users should select the Word 97-2003 option to save a Word document in Word 2007 to ensure Grants.gov compatibility. Excel 2007 and PowerPoint 2007 workarounds are similar.
- As shown in Figure 2, users can optionally change the default format for saving files in their program preferences so all future saves of their documents are done in Office 2003 or previous formats which are fully compatible with Grants.gov PureEdge applications and earlier version or Adobe Reader 7.0.9 .

Figure 1 - How to save files in Word 2007 for Grants.gov compatibility

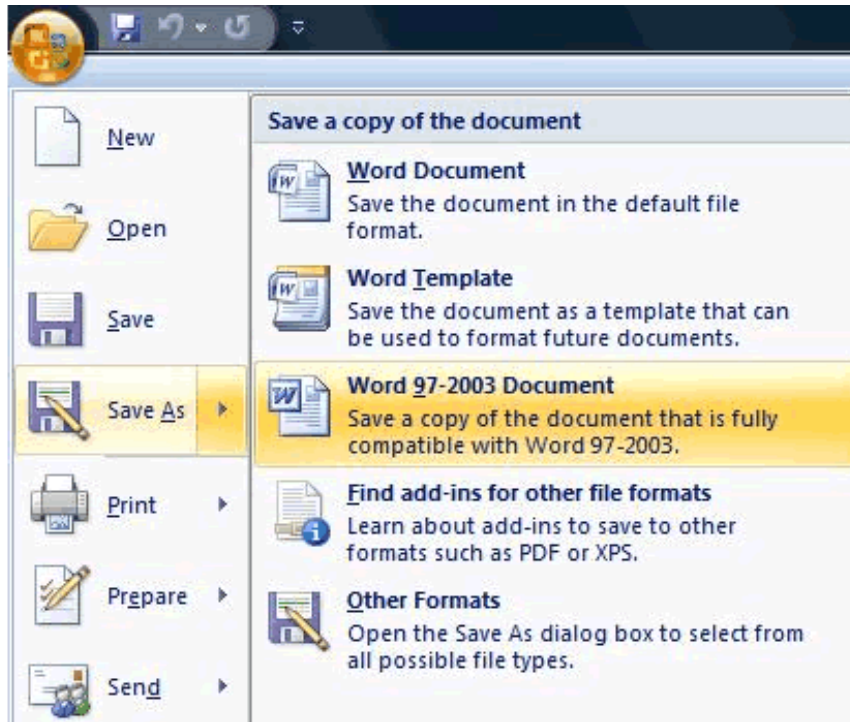
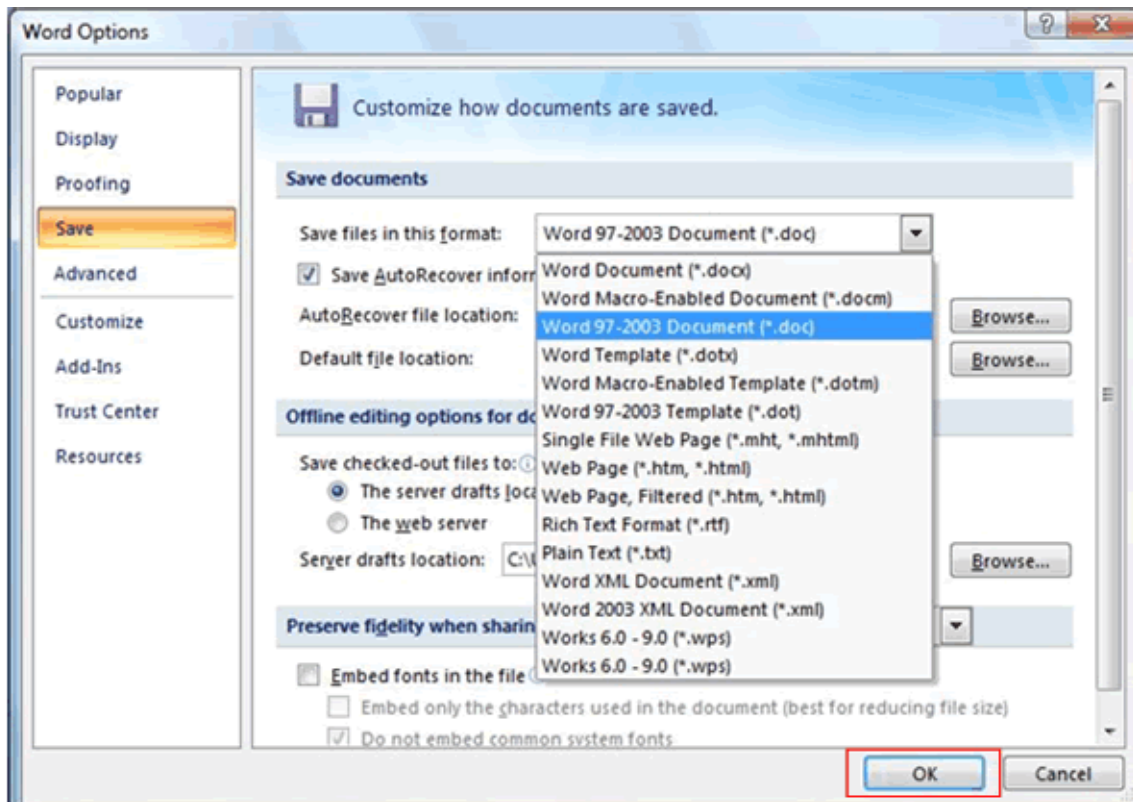


Figure 2 - How to change save preferences in Word 2007



- Grants.gov help desk (800-518-4726 or support@grants.gov) can provide detailed instructions to assist applicants.
- Please note that agencies may have their own requirements for list of acceptable file formats in a submission. Applicants are advised to read agency instructions carefully to ensure their applications can be successfully processed by agency systems.
- Please visit http://www07.grants.gov/help/general_faqs.jsp#software for a detailed Frequently Asked Questions (FAQ) on this and related topics. These questions and answers were prepared by Grants.gov in consultation with agencies to ensure applicants receive accurate information about the submission process.

Table 1 - Summary

System	Compatibility with Microsoft Vista	Compatibility with Microsoft Office 2007	Full compatibility planned in the future?	Comments
2006 System based on PureEdge forms	Yes, but requires use of Citrix server connection	Yes, but requires applicant to save files in a compatible format	No; Please use workarounds described in this document	Grants.gov will phase out the PureEdge format in a planned way. Until then please use workarounds described in this document.
2007 System based on Adobe Reader 7.0.9 forms	May work. But Adobe does not officially support this configuration	Yes, but requires applicant to save files in a compatible format	Yes	
2007 System based on Adobe Reader 8.1.1 forms	Yes, completely compatible	Yes, completely compatible	Yes, established	Grants.gov has full compatibility with all the operating systems described in this document as of October 22, 2007.